## **2015 ANNUAL COMPLAINT / DEMAND LETTER DATA CAPTURED**

FEDERAL:       138       47% OF TOTAL         STATE:       140       48% OF TOTAL         DEMAND:       15       5% OF TOTAL         FEBRUARY TOTAL:       163         FEDERAL:       67       41% OF TOTAL         STATE:       79       48% OF TOTAL         DEMAND:       17       11% OF TOTAL         MARCH TOTAL:       310       11% OF TOTAL         FEDERAL:       128       41% OF TOTAL         STATE:       124       40% OF TOTAL         DEMAND:       58       19% OF TOTAL         APRIL TOTAL:       234       19% OF TOTAL         FEDERAL:       76       32% OF TOTAL         STATE:       65       28% OF TOTAL         DEMAND:       93       40% OF TOTAL         MAY TOTAL:       270         FEDERAL:       61       23% OF TOTAL         STATE:       154       57% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL     <	JANUARY TOTAL:	293	
DEMAND:         15         5% OF TOTAL           FEBRUARY TOTAL:         163           FEDERAL:         67         41% OF TOTAL           STATE:         79         48% OF TOTAL           DEMAND:         17         11% OF TOTAL           MARCH TOTAL:         310            FEDERAL:         128         41% OF TOTAL           STATE:         124         40% OF TOTAL           DEMAND:         58         19% OF TOTAL           APRIL TOTAL:         234            FEDERAL:         76         32% OF TOTAL           STATE:         65         28% OF TOTAL           DEMAND:         93         40% OF TOTAL           MAY TOTAL:         270            FEDERAL:         61         23% OF TOTAL           STATE:         154         57% OF TOTAL           JUNE TOTAL:         195           FEDERAL:         76         41% OF TOTAL           STATE:         82         39% OF TOTAL           JULY TOTAL:         197           FEDERAL:         7         20% OF TOTAL           JULY TOTAL:         197           FEDERAL:         31         41% OF TOTAL </td <td>FEDERAL:</td> <td>138</td> <td>47% OF TOTAL</td>	FEDERAL:	138	47% OF TOTAL
FEBRUARY TOTAL: 163  FEDERAL: 67 41% OF TOTAL STATE: 79 48% OF TOTAL 17 11% OF TOTAL 128 41% OF TOTAL 124 40% OF TOTAL 124 40% OF TOTAL 124 124 124 124 124 124 124 124 124 124	STATE:	140	48% OF TOTAL
FEDERAL: 67 41% OF TOTAL STATE: 79 48% OF TOTAL DEMAND: 17 11% OF TOTAL  MARCH TOTAL: 310  FEDERAL: 128 41% OF TOTAL STATE: 124 40% OF TOTAL DEMAND: 58 19% OF TOTAL  APRIL TOTAL: 234  FEDERAL: 76 32% OF TOTAL STATE: 65 28% OF TOTAL DEMAND: 93 40% OF TOTAL  MAY TOTAL: 270  FEDERAL: 61 23% OF TOTAL STATE: 154 57% OF TOTAL DEMAND: 55 20% OF TOTAL  JUNE TOTAL: 195  FEDERAL: 76 41% OF TOTAL STATE: 82 39% OF TOTAL STATE: 82 39% OF TOTAL JUNE TOTAL: 195  FEDERAL: 76 41% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL	DEMAND:	15	5% OF TOTAL
FEDERAL: 67 41% OF TOTAL STATE: 79 48% OF TOTAL DEMAND: 17 11% OF TOTAL  MARCH TOTAL: 310  FEDERAL: 128 41% OF TOTAL STATE: 124 40% OF TOTAL DEMAND: 58 19% OF TOTAL  APRIL TOTAL: 234  FEDERAL: 76 32% OF TOTAL STATE: 65 28% OF TOTAL DEMAND: 93 40% OF TOTAL  MAY TOTAL: 270  FEDERAL: 61 23% OF TOTAL STATE: 154 57% OF TOTAL DEMAND: 55 20% OF TOTAL  JUNE TOTAL: 195  FEDERAL: 76 41% OF TOTAL STATE: 82 39% OF TOTAL STATE: 82 39% OF TOTAL JUNE TOTAL: 195  FEDERAL: 76 41% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL			
STATE:       79       48% OF TOTAL         DEMAND:       17       11% OF TOTAL         MARCH TOTAL:       310         FEDERAL:       128       41% OF TOTAL         STATE:       124       40% OF TOTAL         DEMAND:       58       19% OF TOTAL         APRIL TOTAL:       234         FEDERAL:       76       32% OF TOTAL         STATE:       65       28% OF TOTAL         DEMAND:       93       40% OF TOTAL         MAY TOTAL:       270         FEDERAL:       61       23% OF TOTAL         STATE:       154       57% OF TOTAL         DEMAND:       55       20% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         DEMAND:       7       20% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL	FEBRUARY TOTAL:	163	
DEMAND:       17       11% OF TOTAL         MARCH TOTAL:       310         FEDERAL:       128       41% OF TOTAL         STATE:       124       40% OF TOTAL         DEMAND:       58       19% OF TOTAL         APRIL TOTAL:       234         FEDERAL:       76       32% OF TOTAL         STATE:       65       28% OF TOTAL         DEMAND:       93       40% OF TOTAL         MAY TOTAL:       270         FEDERAL:       61       23% OF TOTAL         STATE:       154       57% OF TOTAL         DEMAND:       55       20% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         DEMAND:       7       20% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL	FEDERAL:	67	41% OF TOTAL
MARCH TOTAL: 310  FEDERAL: 128 41% OF TOTAL 5TATE: 124 40% OF TOTAL DEMAND: 58 19% OF TOTAL 234  FEDERAL: 76 32% OF TOTAL 5TATE: 65 28% OF TOTAL DEMAND: 93 40% OF TOTAL DEMAND: 93 40% OF TOTAL 5TATE: 154 57% OF TOTAL 5TATE: 154 57% OF TOTAL DEMAND: 55 20% OF TOTAL DEMAND: 55 20% OF TOTAL 5TATE: 154 57% OF TOTAL 5TATE: 155 20% OF TOTAL 5TATE: 157 20% OF TOTAL 5TATE	STATE:	79	
FEDERAL: 128 41% OF TOTAL STATE: 124 40% OF TOTAL DEMAND: 58 19% OF TOTAL  APRIL TOTAL: 234  FEDERAL: 76 32% OF TOTAL STATE: 65 28% OF TOTAL DEMAND: 93 40% OF TOTAL  MAY TOTAL: 270  FEDERAL: 61 23% OF TOTAL STATE: 154 57% OF TOTAL DEMAND: 55 20% OF TOTAL DEMAND: 55 20% OF TOTAL DEMAND: 7 20% OF TOTAL STATE: 82 39% OF TOTAL DEMAND: 7 20% OF TOTAL DEMAND: 7 20% OF TOTAL STATE: 82 39% OF TOTAL DEMAND: 7 20% OF TOTAL DEMAND: 7 20% OF TOTAL STATE: 81 41% OF TOTAL STATE: 92 47% OF TOTAL	DEMAND:	17	11% OF TOTAL
STATE:       124       40% OF TOTAL         DEMAND:       58       19% OF TOTAL         APRIL TOTAL:       234         FEDERAL:       76       32% OF TOTAL         STATE:       65       28% OF TOTAL         DEMAND:       93       40% OF TOTAL         MAY TOTAL:       270         FEDERAL:       61       23% OF TOTAL         STATE:       154       57% OF TOTAL         DEMAND:       55       20% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         DEMAND:       7       20% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL	MARCH TOTAL:	310	
DEMAND:       58       19% OF TOTAL         APRIL TOTAL:       234         FEDERAL:       76       32% OF TOTAL         STATE:       65       28% OF TOTAL         DEMAND:       93       40% OF TOTAL         MAY TOTAL:       270         FEDERAL:       61       23% OF TOTAL         STATE:       154       57% OF TOTAL         DEMAND:       55       20% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         DEMAND:       7       20% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL	FEDERAL:	128	41% OF TOTAL
APRIL TOTAL: 234  FEDERAL: 76 32% OF TOTAL STATE: 65 28% OF TOTAL DEMAND: 93 40% OF TOTAL  MAY TOTAL: 270  FEDERAL: 61 23% OF TOTAL 57% OF TOTAL 57% OF TOTAL 55 20% OF TOTAL DEMAND: 55 20% OF TOTAL 55 20% OF TOTAL 51 20% O	STATE:	124	40% OF TOTAL
FEDERAL: 76 32% OF TOTAL STATE: 65 28% OF TOTAL DEMAND: 93 40% OF TOTAL  MAY TOTAL: 270  FEDERAL: 61 23% OF TOTAL STATE: 154 57% OF TOTAL DEMAND: 55 20% OF TOTAL  JUNE TOTAL: 195  FEDERAL: 76 41% OF TOTAL STATE: 82 39% OF TOTAL DEMAND: 7 20% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL	DEMAND:	58	19% OF TOTAL
FEDERAL: 76 32% OF TOTAL STATE: 65 28% OF TOTAL DEMAND: 93 40% OF TOTAL  MAY TOTAL: 270  FEDERAL: 61 23% OF TOTAL STATE: 154 57% OF TOTAL DEMAND: 55 20% OF TOTAL  JUNE TOTAL: 195  FEDERAL: 76 41% OF TOTAL STATE: 82 39% OF TOTAL DEMAND: 7 20% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL			
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MAY TOTAL:       270         FEDERAL:       61       23% OF TOTAL         STATE:       154       57% OF TOTAL         DEMAND:       55       20% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         DEMAND:       7       20% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL		65	28% OF TOTAL
FEDERAL:       61       23% OF TOTAL         STATE:       154       57% OF TOTAL         DEMAND:       55       20% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         DEMAND:       7       20% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL	DEMAND:	93	40% OF TOTAL
STATE:       154       57% OF TOTAL         DEMAND:       55       20% OF TOTAL         JUNE TOTAL:       195         FEDERAL:       76       41% OF TOTAL         STATE:       82       39% OF TOTAL         DEMAND:       7       20% OF TOTAL         JULY TOTAL:       197         FEDERAL:       81       41% OF TOTAL         STATE:       92       47% OF TOTAL	MAY TOTAL:	270	
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JUNE TOTAL: 195  FEDERAL: 76 41% OF TOTAL STATE: 82 39% OF TOTAL DEMAND: 7 20% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL	STATE:		
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DEMAND: 7 20% OF TOTAL  JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL	FEDERAL:	76	41% OF TOTAL
JULY TOTAL: 197  FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL	STATE:	82	39% OF TOTAL
FEDERAL: 81 41% OF TOTAL STATE: 92 47% OF TOTAL	DEMAND:	7	20% OF TOTAL
STATE: 92 47% OF TOTAL	JULY TOTAL:	197	
STATE: 92 47% OF TOTAL	FEDERAL:	81	41% OF TOTAL

## 2015 ANNUAL COMPLAINT / DEMAND LETTER DATA CAPTURED

AUGUST TOTAL: 209

FEDERAL: 65 31% OF TOTAL STATE: 70 33% OF TOTAL DEMAND: 74 36% OF TOTAL

SEPTEMBER TOTAL: 193

FEDERAL: 71 37% OF TOTAL STATE: 101 52% OF TOTAL DEMAND: 21 11% OF TOTAL

OCTOBER TOTAL: 325

 FEDERAL:
 122
 38% OF TOTAL

 STATE:
 144
 44% OF TOTAL

 DEMAND:
 59
 18% OF TOTAL

**NOVEMBER TOTAL: 237** 

 FEDERAL:
 108
 46% OF TOTAL

 STATE:
 117
 49% OF TOTAL

 DEMAND:
 12
 5% OF TOTAL

**DECEMBER TOTAL:** (DECEMBER CURRENTLY UNDER ANALYSIS)

FEDERAL: STATE: DEMAND:

## JAN-NOV 2015 CUMULATIVE TOTALS BELOW PRIOR YEAR OVERALL TOTALS:

 OVERALL:
 2626
 2014 Year:
 3178

 FEDERAL:
 993
 38% OF TOTAL
 2013 Year:
 3047

STATE: 1168 44% OF TOTAL DEMAND: 435 18% OF TOTAL

## **JAN-NOV MONTHLY AVERAGE**

OVERALL: 239

FEDERAL: 90 38% OF TOTAL STATE: 106 44% OF TOTAL DEMAND: 40 18% OF TOTAL